

AMENDMENTS TO CLAIMS

Please cancel Claims 1-6 without prejudice or disclaimer of the subject matter therein.

Please add new Claims 7-26.

1.-6. (canceled)

- 1 7. (new) A system to accomplish knowledge communications across communities of
2 practitioners and knowledge systems, said system comprising:
- 3 a. a plurality of access portals for enabling a plurality of end-users to access
4 information by end-user-specified requirements and enabling end-users to
5 assimilate the information and apply to the end-users' work situation through
6 an appropriate framework;
- 7 b. an information addressing system for enabling providers of content to organize
8 said content as numerous information objects which are addressed in terms of
9 potential uses of the content; and
- 10 c. a plurality of access intelligence engines for matching the information objects
11 classified through the information addressing system, with specifications
12 derived from the access portals, in order that optimal meaningful content is
13 provided in response to a specific knowledge request;
- 14 wherein information from diverse sources are dynamically transformed into goal-
15 optimal ordered knowledge, said knowledge being personally relevant to each of the
16 plurality of end-users.

- 1 8. (new) The system of claim 7 wherein the access portals further enable end-users to
2 direct navigation through access frameworks which present potential outcomes,
3 thereby accomplishing goal-directed knowledge access.
- 1 9. (new) The system of claim 7 wherein the access portals include access frameworks
2 that influence an end-user's choice of documents and knowledge requirements by
3 making available 'modes of thinking' about the information, enabling the end-user to
4 utilize and make sense of the knowledge that is contained on a subject.
- 1 10. (new) The system of claim 7 wherein the information addressing system comprises:
2 a. a content use specification engine having a formal "use specification
3 framework" enabling a piece of content to be addressed in terms of the
4 potential utilization of the said knowledge by many end-users;
5 b. an object indexing rule-base for setting up priorities and organizing rules for
6 co-classification of objects; and
7 c. an object address builder system for managing tagging, and addressing results
8 generated in the course of specification being carried out by various end-users;
9 wherein providers of content are enabled to organize output into numerous
10 information objects, which are multiply and differently used by different end-users
11 thereby accomplishing content inventory control and enhanced utilization of
12 knowledge assets.

1 11. (new) The system of claim 10 wherein the “use specification framework”, further
2 matches a plurality of actual information use frameworks of end-users with content
3 use frameworks of content providers;
4 wherein allowing any individual end-user of knowledge to also become a
5 provider of knowledge.

1 12. (new) The system of claim 7 wherein an access intelligence engine comprises
2 a. a knowledge manager for matching information requests and information
3 providers; and
4 b. a knowledge metalogue for appropriately combining various information
5 objects into a content product which best meets the end-user needs;
6 wherein multiple sources and end-users of information are connected, by optimally
7 ordering appropriate information objects in response to the specifications from access
8 portals, such that meaningful content products are dynamically created.

1 13. (new) The system of claim 12 wherein the knowledge manager includes:
2 a. a knowledge router for matching an information request sent by one or more
3 access portals with the information objects provided by numerous information
4 providers through the information addressing system;
5 b. a knowledge index for providing opportunities for matches between publishers
6 of content and developers or administrators of access portals, and authorizing
7 flows and managing the system for a specific community of knowledge users;
8 and

9 c. an object address translation system for providing linkages between an
10 information brokering tag framework used by the said system, and schemas
11 that describe information objects provided by numerous other database
12 services.

1 14. (new) The system of claim 12 wherein the knowledge metalogue includes :

- 2 a. a content structuring engine to perform a knowledge restructuring function;
3 and
4 b. a relational taxonomy for allowing navigational pathways within access portals
5 and navigation driven content specification in the content structuring engine.

1 15. (new) The system of claim 14, wherein the content structuring engine comprises

- 2 (i) a delivery format for physical organization of information objects; and
3 (ii) a meaningful content pack for logical organization of information objects;

4 wherein each individual knowledge user is enabled to see information objects
5 physically and logically contextualized into a content product.

1 16. (new) The system of claim 14 wherein the relational taxonomy comprises:

- 2 a. an organization architecture;
3 b. a knowledge use architecture; and
4 c. an information interaction framework;

5 wherein the relational taxonomy provides a formal knowledge design architecture, for
6 allowing knowledge users to reconstruct knowledge in terms of the knowledge user's
7 work and decision needs.

- 1 17. (new) The system of claim 7, wherein the system allows for two-way mass
2 customization in a distributed knowledge work environment, wherein knowledge
3 components can be created by different knowledge workers in different sources, and
4 said knowledge components can be configured by other knowledge workers into
5 multiple different combinations, to result in optimal 'knowledge products' that best
6 meet different knowledge user needs.
- 1 18. (new) The system of claim 17 wherein the access portals further enable a knowledge
2 worker to specify a plurality of outcomes that an end-user seeks, and thereby gain
3 access to a relevant outcome space and configure the knowledge products such that the
4 knowledge products meet an end-user's specific outcomes within the outcome space.
- 1 19. (new) The system of claim 17 wherein the access intelligence engines are in
2 distributed infrastructure form, said infrastructure form comprising a content hub
3 architecture for supporting a distributed knowledge work environment.
- 1 20. (new) The system of claim 17 wherein an access intelligence engine includes:
2 a. a task and delivery commitment layer for making available information and
3 communication facilities that allow a knowledge worker to commit to
4 accepting a buyer and committing to a specified delivery schedule;
5 b. a decision management layer for allowing a system-wide communication of
6 relevant issues or concerns and to also act as a trigger for optimal management
7 of a delivery process; and

8 c. a knowledge tools layer for enabling the knowledge worker to effectively
9 deliver products to specification;
10 wherein the access intelligence engine enables transaction management for
11 the distributed knowledge work environment, in terms of an efficient flow of
12 knowledge products and, a management of a creation and delivery of such knowledge
13 products, to specifications.

1 21. (new) The system of claim 7 comprising:

2 a. a network of personal portals, each personal portal being addressed to a
3 community of knowledge users varying across number, role, and function,
4 each individual knowledge user having access to an own personal portal;
5 b. a knowledge server for serving a function of storing and allowing retrieval of
6 appropriate documents that meet retrieval criteria, a plurality of data being
7 already available in the community of knowledge users; and
8 c. a retrieval engine for retrieving relevant documents and meaningfully
9 reaggregation of said documents into customized packages on the fly,
10 depending on a knowledge user need;

11 wherein the community of knowledge users is able to provide its knowledge workers
12 with dynamically packaged personally customized knowledge, to enable the
13 knowledge workers to meet deliverables of the community of knowledge users.

1 22. (new) A method for goal-optimal ordering comprising:
2 a. specifying knowledge requirements by directing choices toward an end-user's
3 outcomes, said specifying being goal-directed specifications;
4 b. addressing information objects on a basis of potential for use by said end-user;
5 and
6 c. optimally ordering the information objects in response to the goal-directed
7 specifications;
8 wherein a personally relevant goal-optimal ordered content product is dynamically
9 created and made available to the end-user.

1 23. (new) The method of claim 22 further including, enabling the end-user in:
2 a. constructing goal specification by providing access frameworks describing the
3 end-user's work situation in terms of the end-user's outcomes; and
4 b. specifying knowledge requirements for a goal by providing 'modes of
5 thinking' which influence choice of documents and knowledge used,
6 whereby enabling goal-directed specification.

1 24. (new) The method of claim 22 further comprising the steps of:
2 a. defining information objects from information available from diverse sources;
3 and
4 b. addressing such information objects in terms of 'potential for use'
5 wherein available information is converted into addressed information objects.

1 25. (new) The method of claim 22 further comprising the steps of :

- 2 a. navigating 'content-use frameworks' closely matched with actual information-
- 3 use frameworks of the end-user;
- 4 b. specifying content into information objects through navigating said
- 5 frameworks;
- 6 c. auto-addressing said information objects based on results of the above
- 7 navigation;
- 8 d. identifying dimensions of sharing based on multiple contexts for use of said
- 9 information objects, to share across communities of practice;
- 10 e. prioritizing document offerings based on additional information about a use of
- 11 a document, such as past patterns of use; and
- 12 f. adding to a plurality of tags by human intervention, if necessary;

13 wherein said information objects are addressed in terms of its potential for use.

1 26. (new) The method of claim 22 further comprising the steps of:

- 2 a. matching goal-directed specification with appropriate information objects
- 3 addressed on a basis of potential for use; and
- 4 b. optimally ordering the information objects in response to the goal-directed
- 5 specification, said ordering being carried out through physical organization and
- 6 logical structuring.

7 wherein the information objects are optimally ordered in response to the goal-directed

8 specifications.